

Quarterly Service Performance Review

Second Quarter, FY 2012

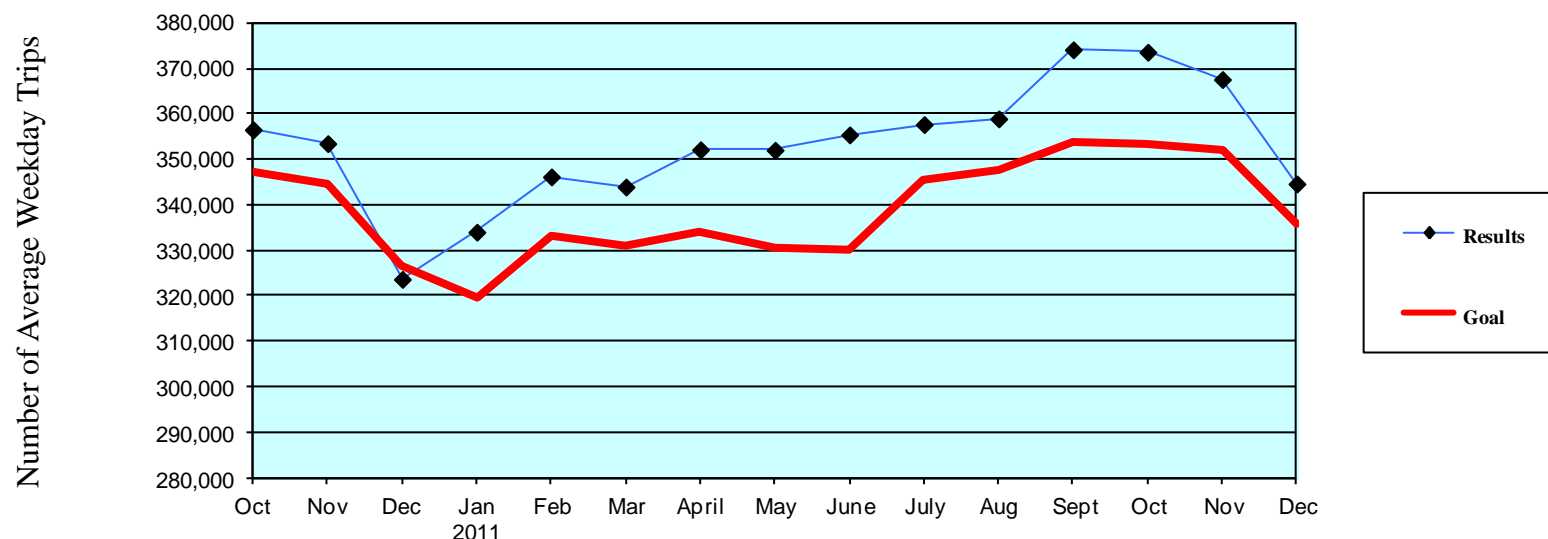
October - December, 2011

Engineering & Operations Committee
February 9, 2012

FY12 Second Quarter Overview...

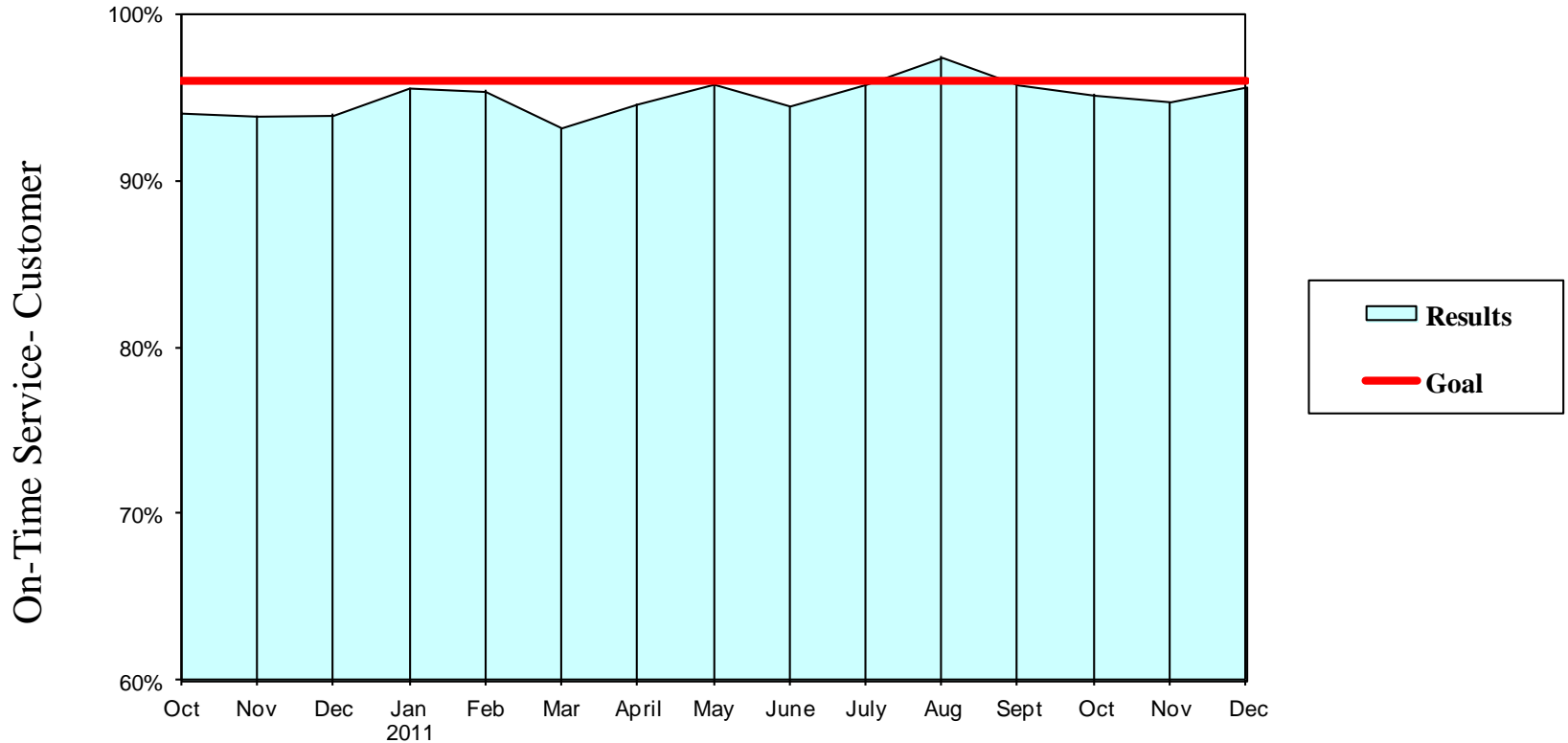
- ✓ Continued strong ridership growth, above 5%.
- ✓ Train service reliability dipped slightly, 50% of the quarter's late trains classified as due to "Miscellaneous" causes
- ✓ Customer rated attributes (PES) generally steady
- ✓ Availability indicators met for AFC and Station Elevators; Escalator goals not met
- ✓ Complaints down from last quarter and down from corresponding quarter of last year

Customer Ridership



- ✓ Total ridership increased by 5.4% compared to same quarter last year
- ✓ Average weekday ridership (361,562) up 5.1% over same quarter last year; core weekday ridership up by 4.8% and SFO Extension weekday ridership up by 7.6%
- ✓ Saturday and Sunday up by 9.2% and 12.1%, respectively
- ✓ Growth trend began in January 2011, expect some flattening of growth rate.

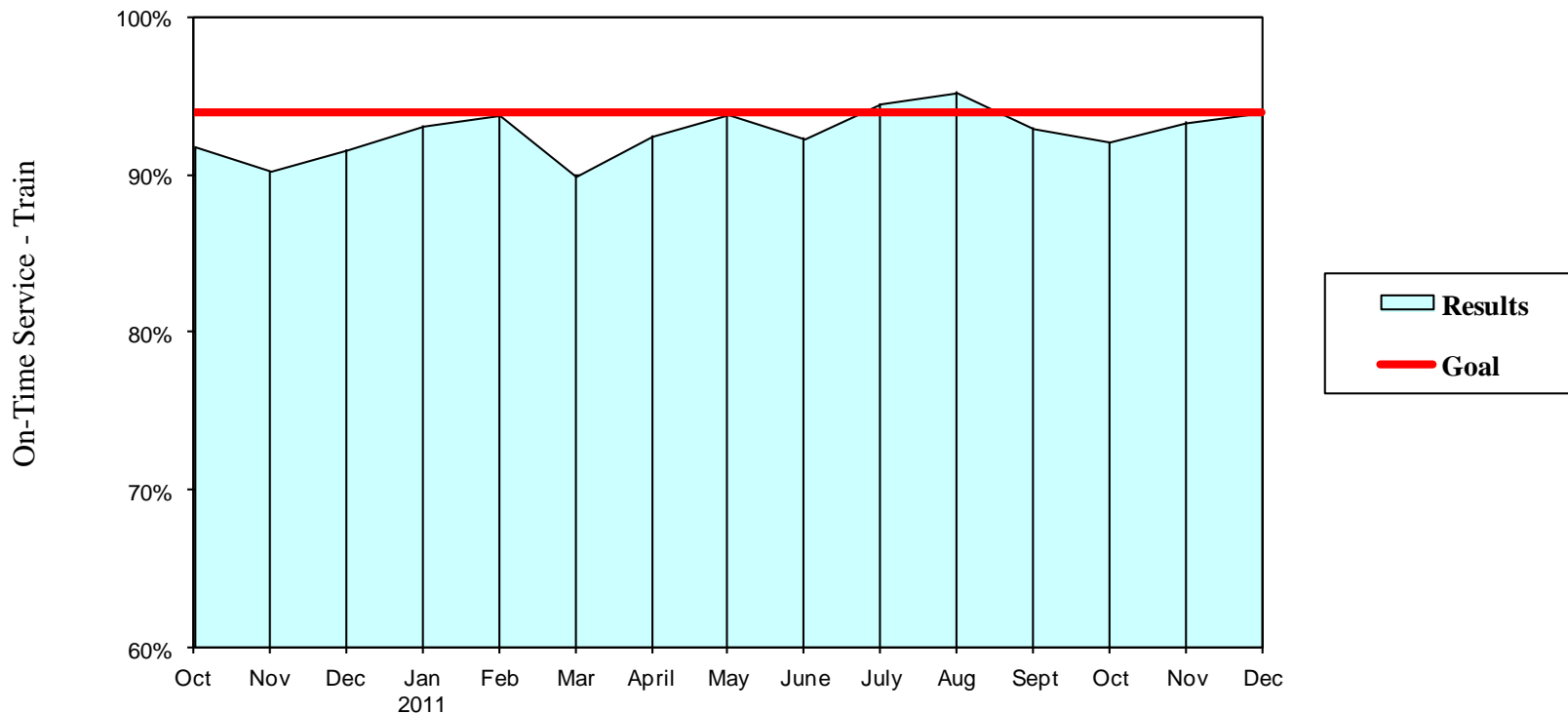
On-Time Service - Customer



- ✓ 96% goal not met, 95.22%
- ✓ 3 of 5 biggest delay events protest or earthquake-related



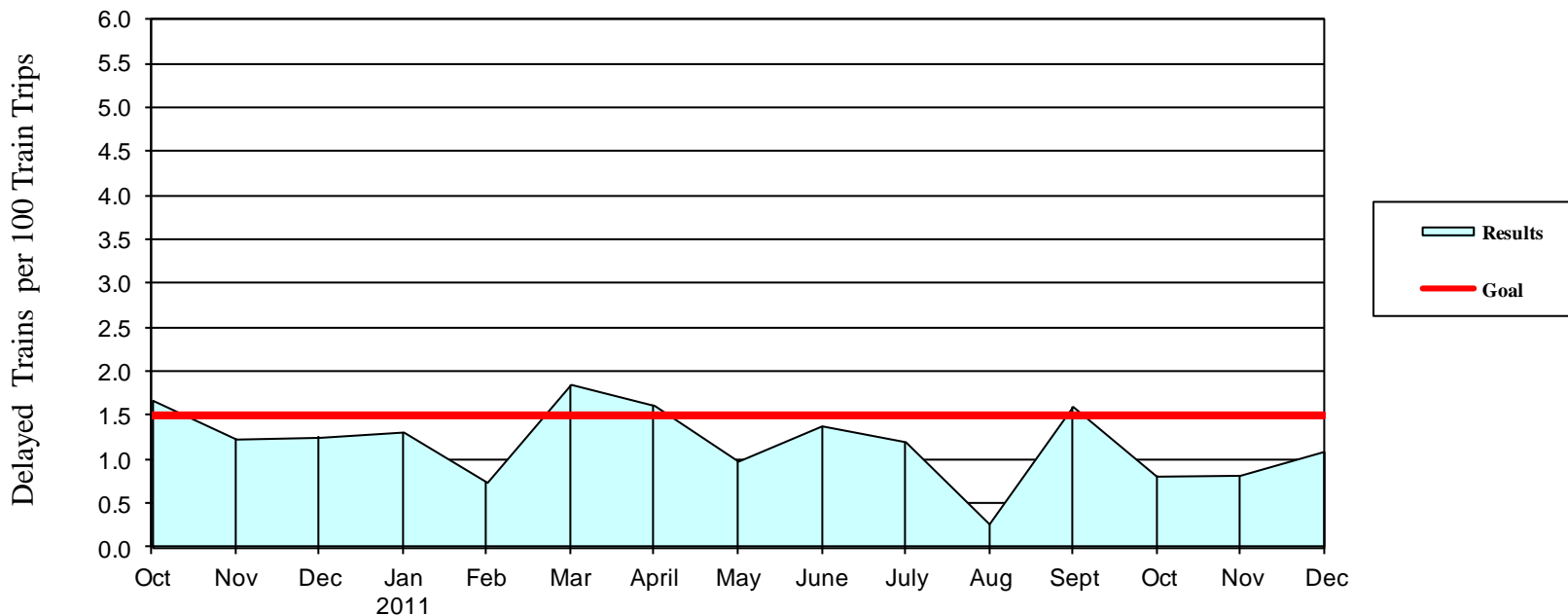
On-Time Service - Train



- ✓ 93.19%, goal 94%
- ✓ 50% of all late trains due to “Miscellaneous” events:
 - Earthquakes
 - Protests
 - Police activity
 - PG&E outages
 - Sick passengers
 - Etc.

Wayside Train Control System

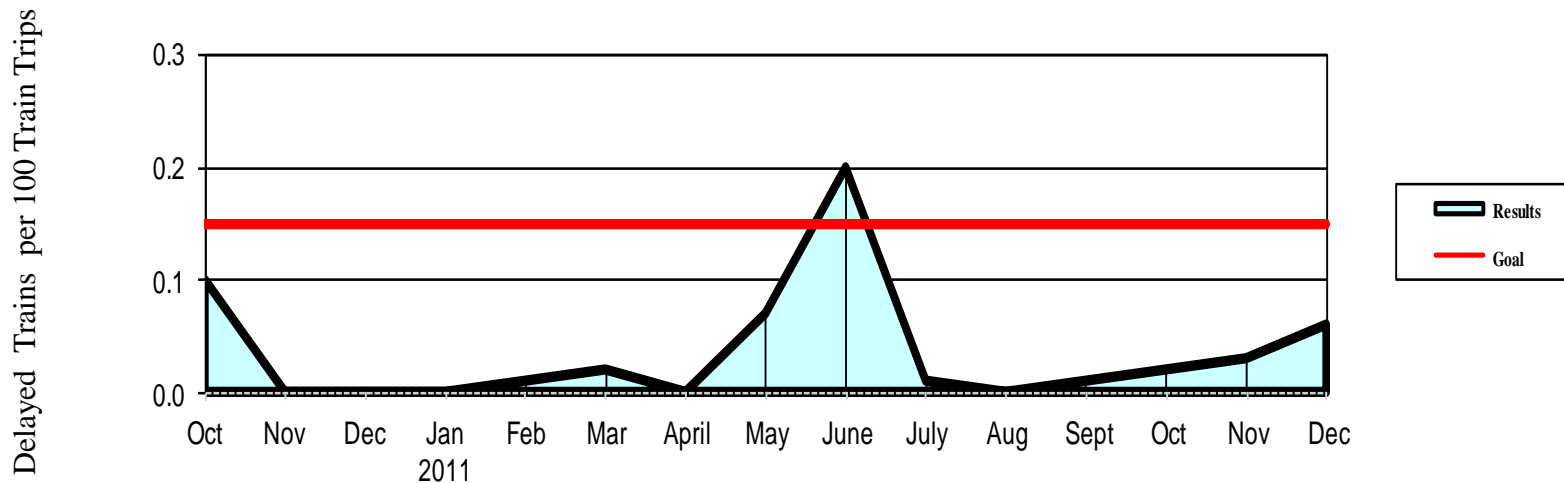
Includes False Occupancy & Routing, Delays Per 100 Train Runs



- ✓ Goal met, improved over last quarter
- ✓ Continued pre-work for new wayside card packs
- ✓ Continued work on the wayside MUX box lightening arrestor replacement project.

Computer Control System

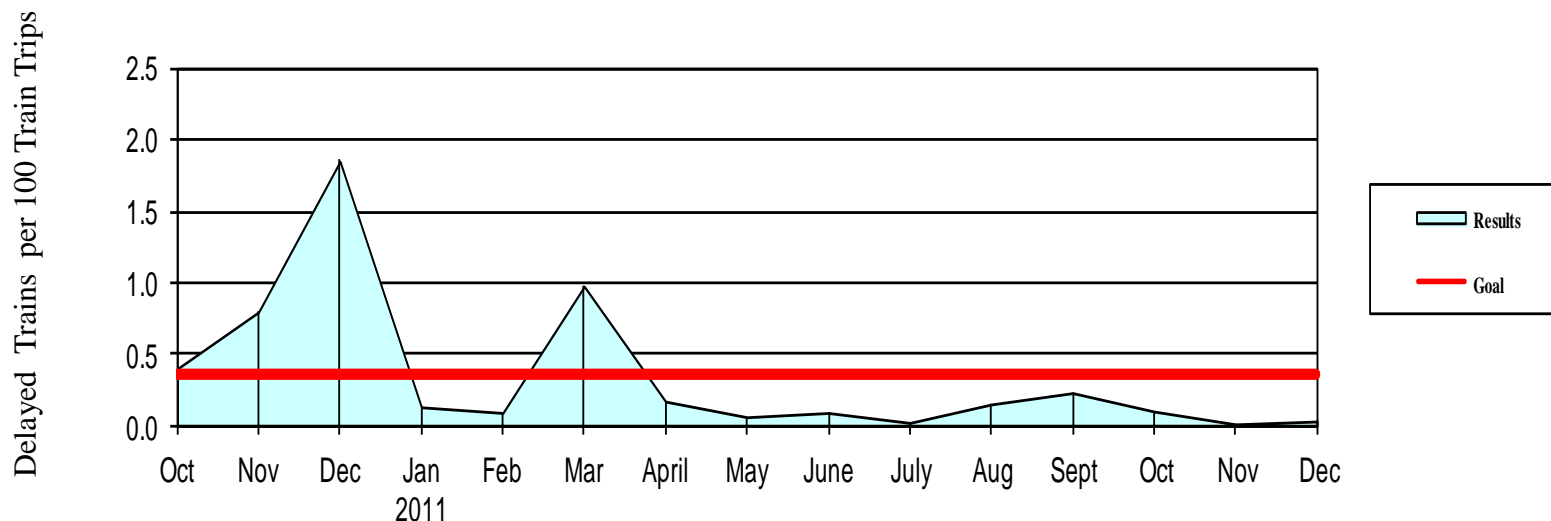
Includes ICS computer & SORS, Delays per 100 train runs



✓ Goal met – continued solid performance

Traction Power

**Includes Coverboards, Insulators,
Third Rail Trips, Substations,
Delays Per 100 Train Runs**



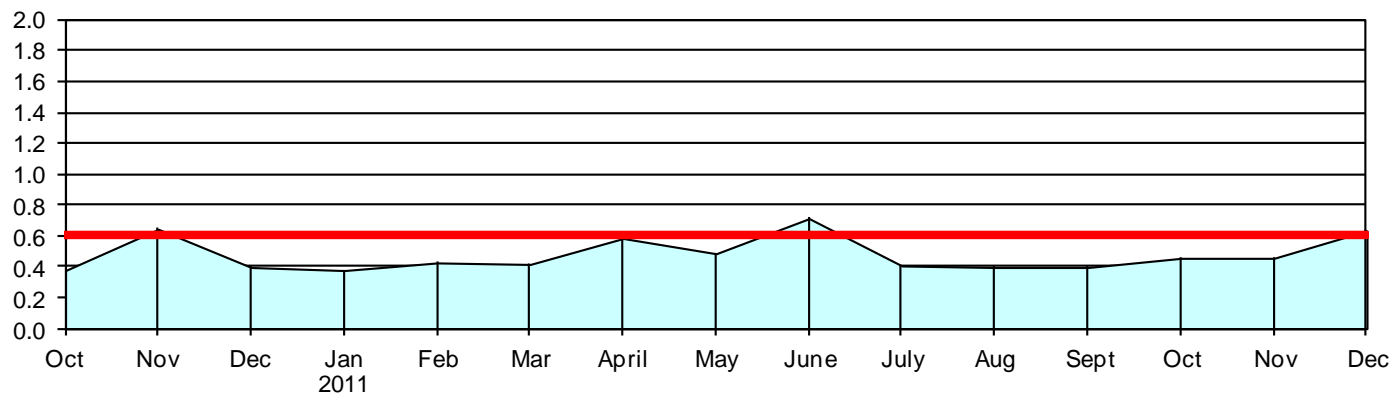
- ✓ Goal met, improved over last quarter
- ✓ Reaping benefit of 3rd bracket coverboard project



Transportation

**Includes Late Dispatches, Controller-Train
Operator-Tower Procedures and Other
Operational Delays Per 100 Train Runs**

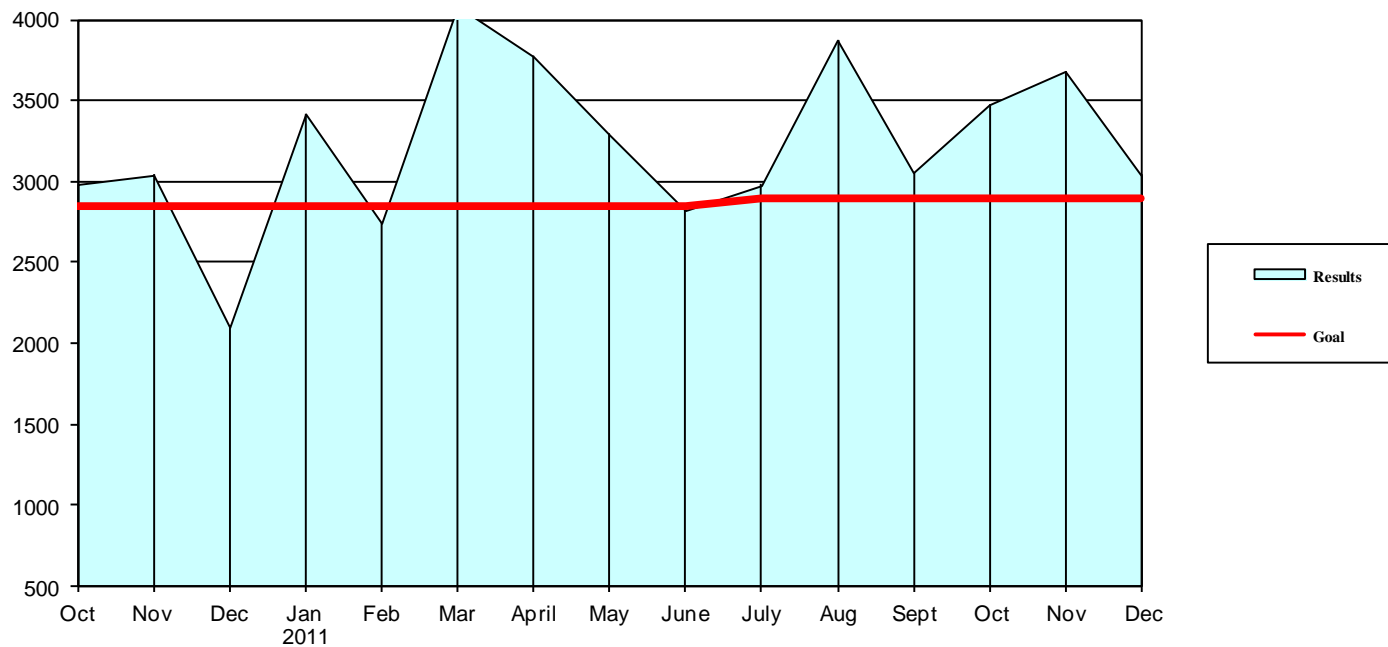
Delayed Trains per 100 Train Trips



- ✓ Goal met
- ✓ Sporadic T/O shortages in December

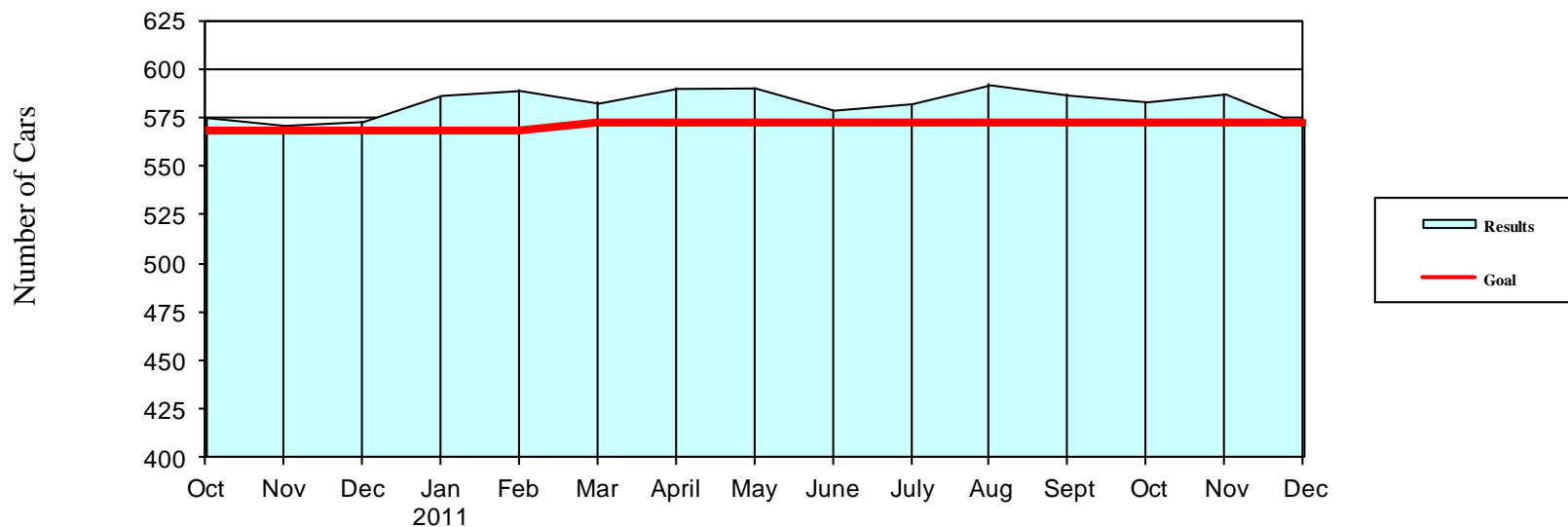
Car Equipment - Reliability

Mean Time Between Failures (Hours)



✓ Goal met, improved performance

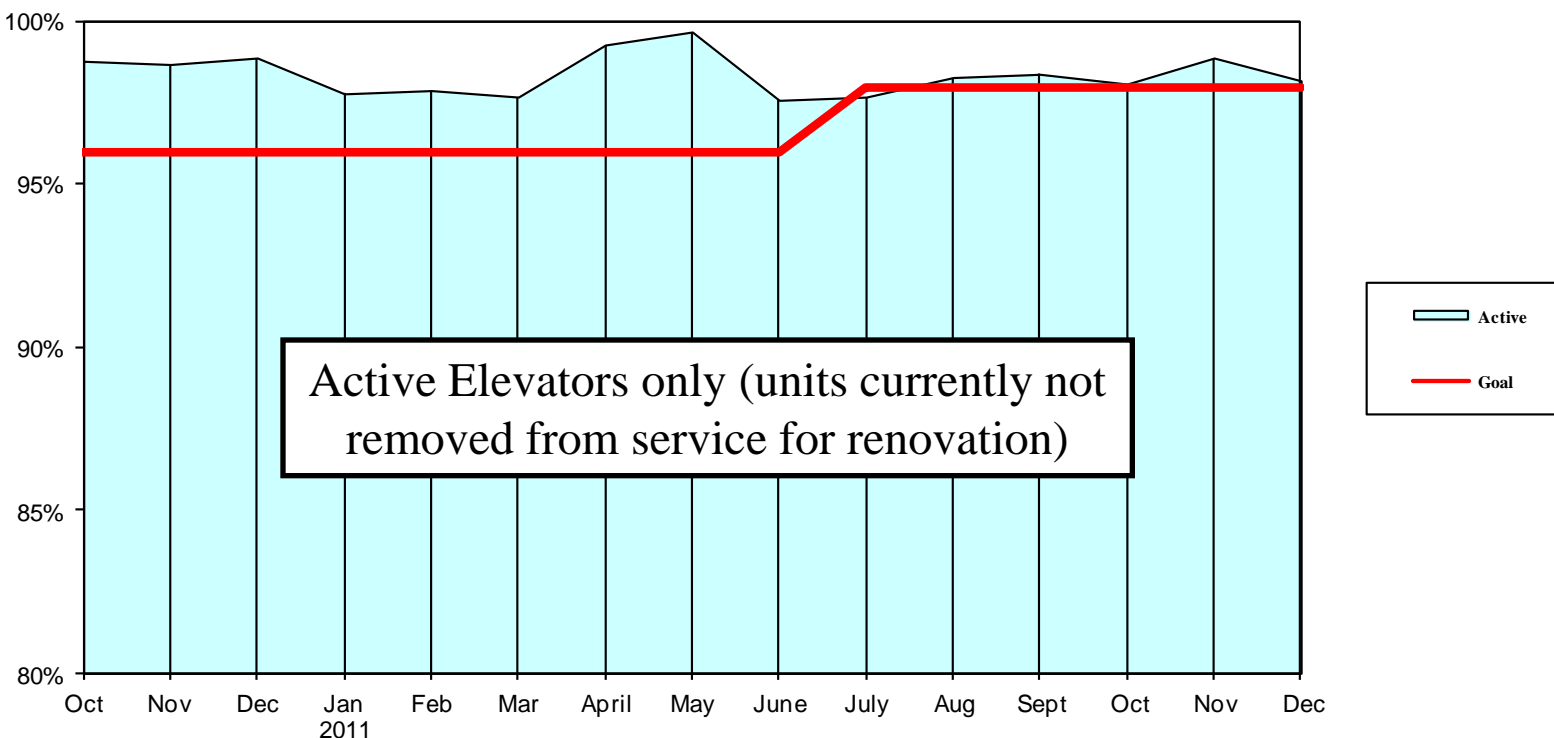
Car Equipment - Availability @ 0400 hours



✓ Goal met

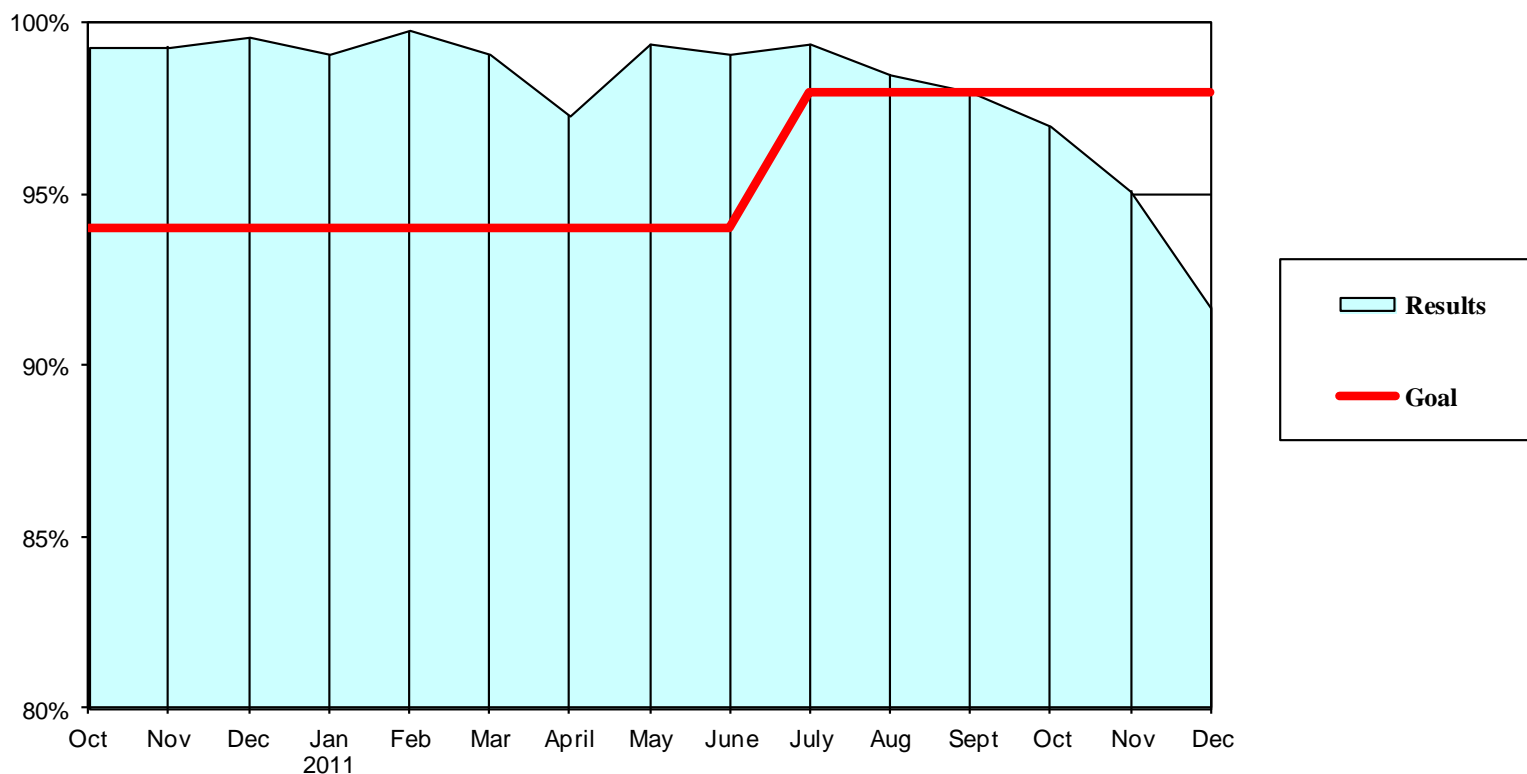


Elevator Availability - Stations



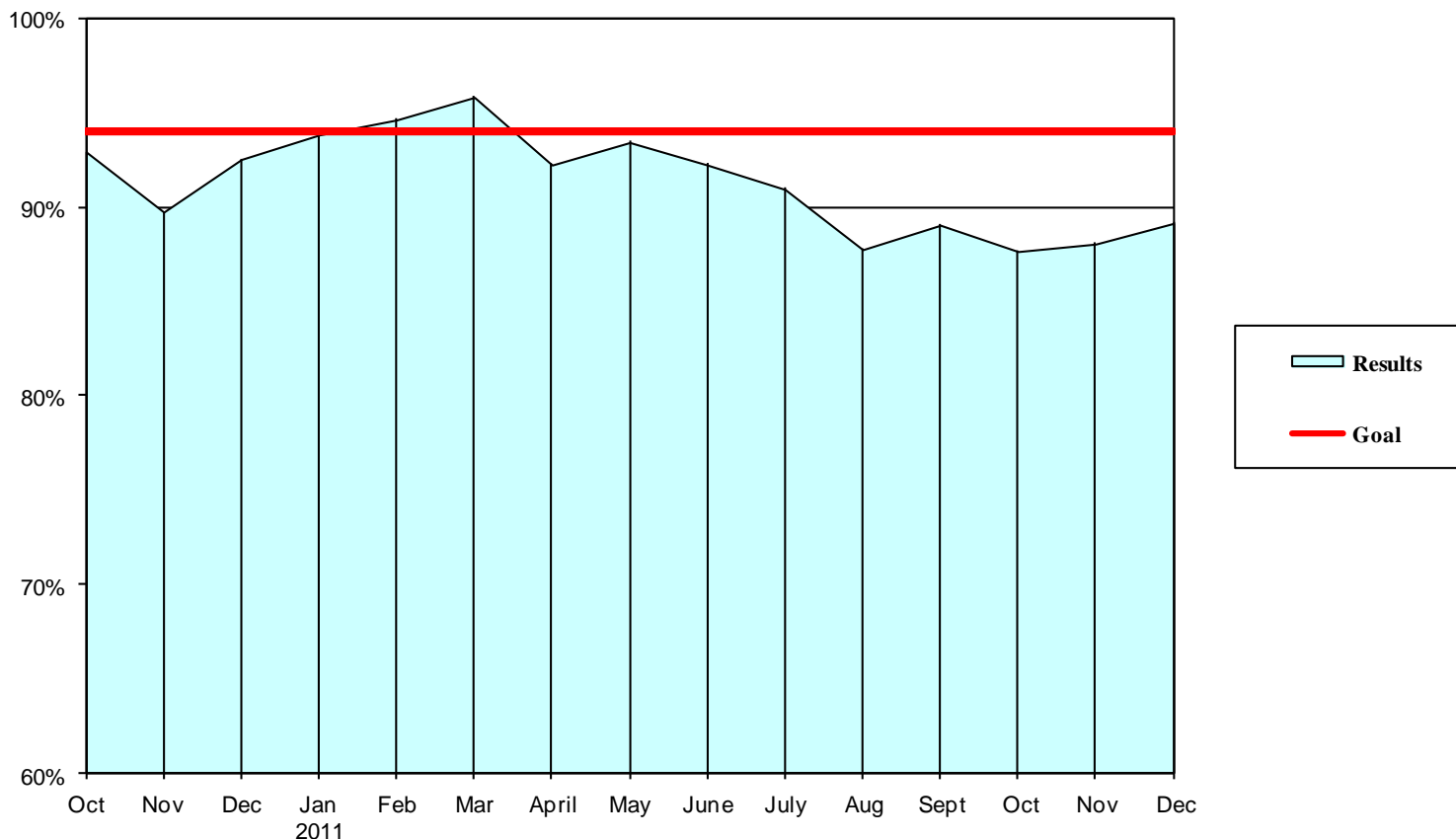
- ✓ 98.4% availability
- ✓ Goal met, performance improved
- ✓ Priority equipment for Escalator/Elevator group

Elevator Availability - Garage



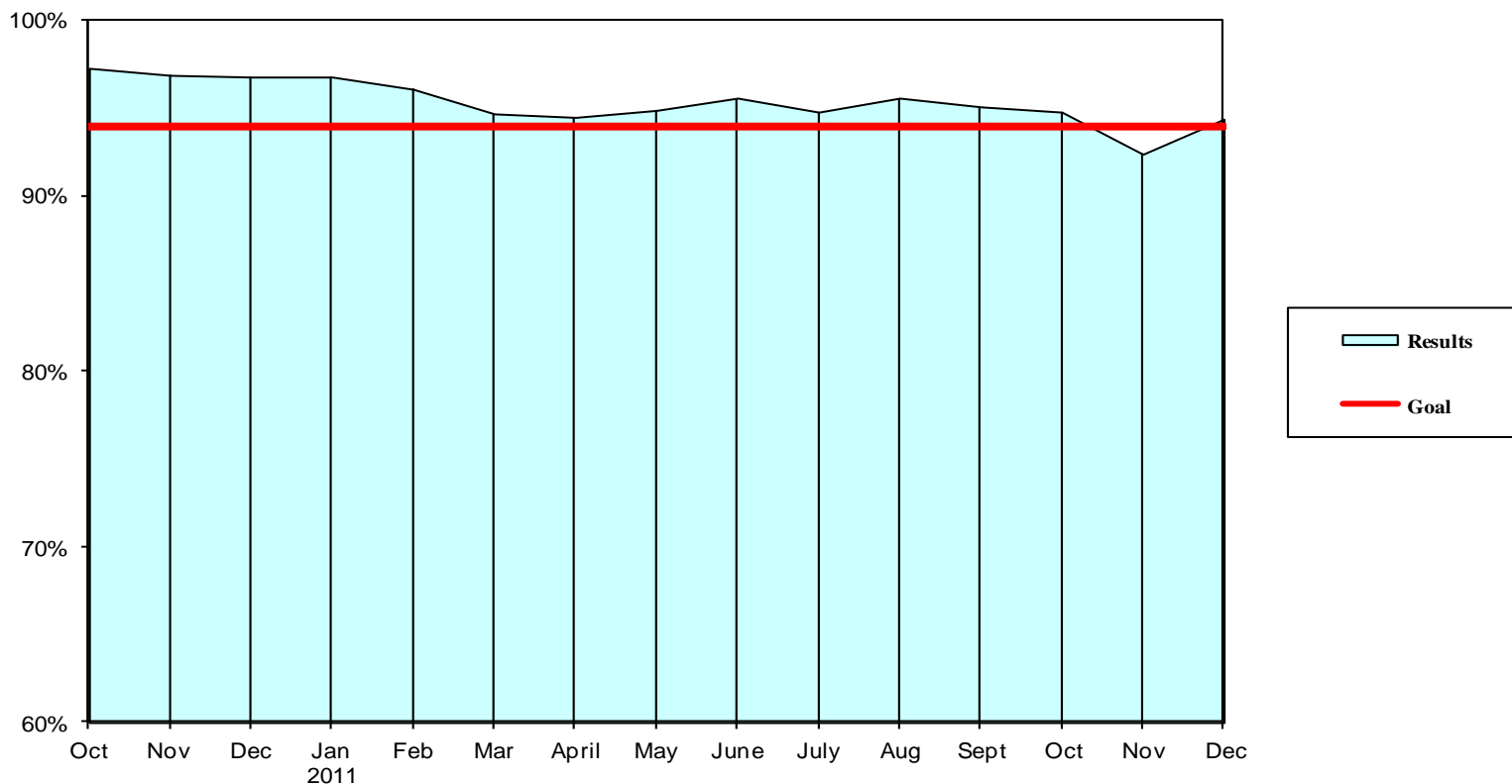
- ✓ Goal not met
- ✓ Unlike stations, parking garages have elevator redundancy

Escalator Availability - Street



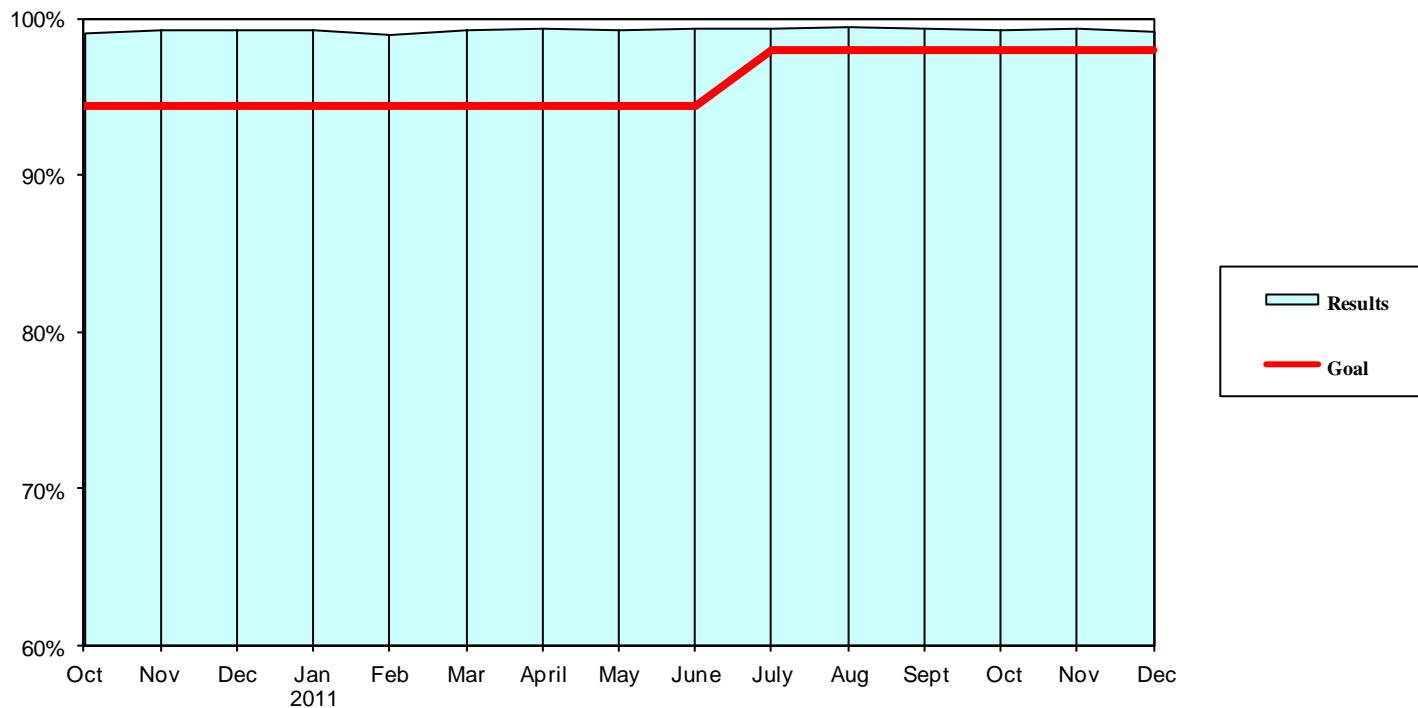
- ✓ Goal not met, performance did improve slightly in Nov. and Dec.
- ✓ Longer term outages of units at Del Norte, West Oakland, Embarcadero
- ✓ Following major, time-consuming repair work, units at North Berkeley, Daly City and Glen Park are performing well
- ✓ Once seven additional Elevator/Escalator Maintainers are hired and trained, performance will improve further

Escalator Availability - Platform



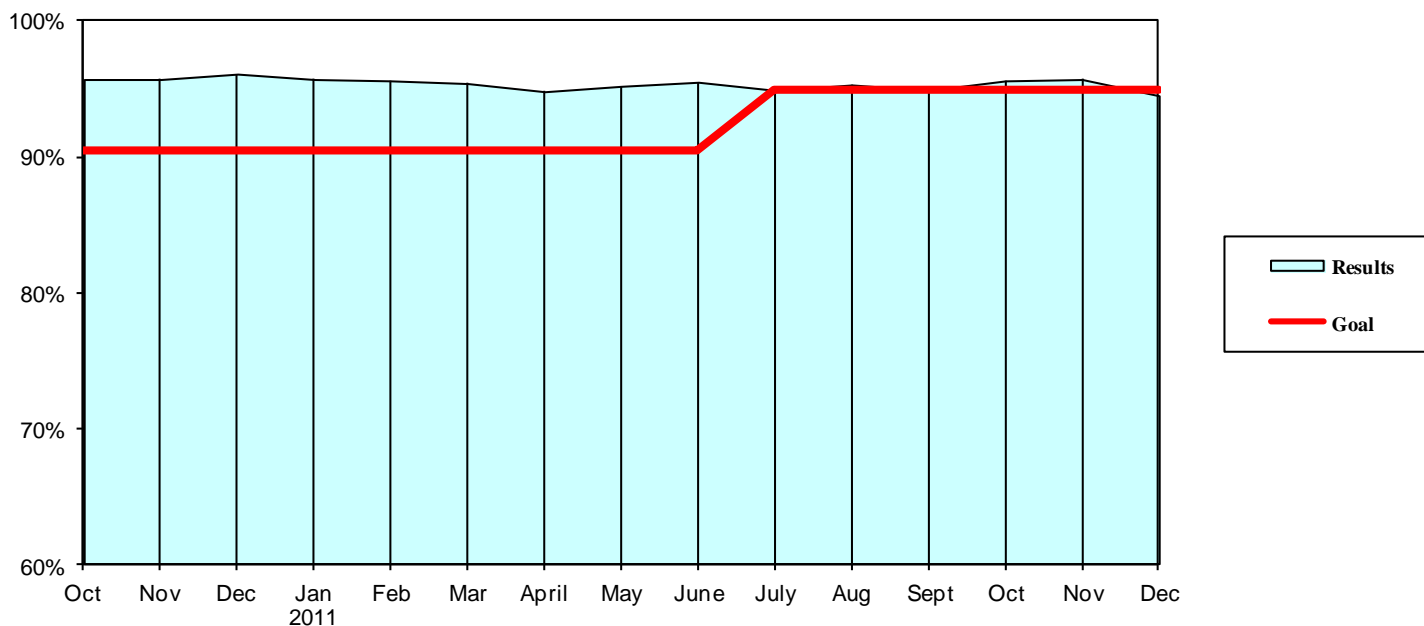
- ✓ Quarterly goal not met, monthly goal met in Oct and Dec.
- ✓ New hires will allow staffers of a second heavy repair crew, will help alleviate long term outages

AFC Gate Availability



- ✓ Continued above goal performance
- ✓ Clipper usage approaching 50% of all customers

AFC Vendor Availability

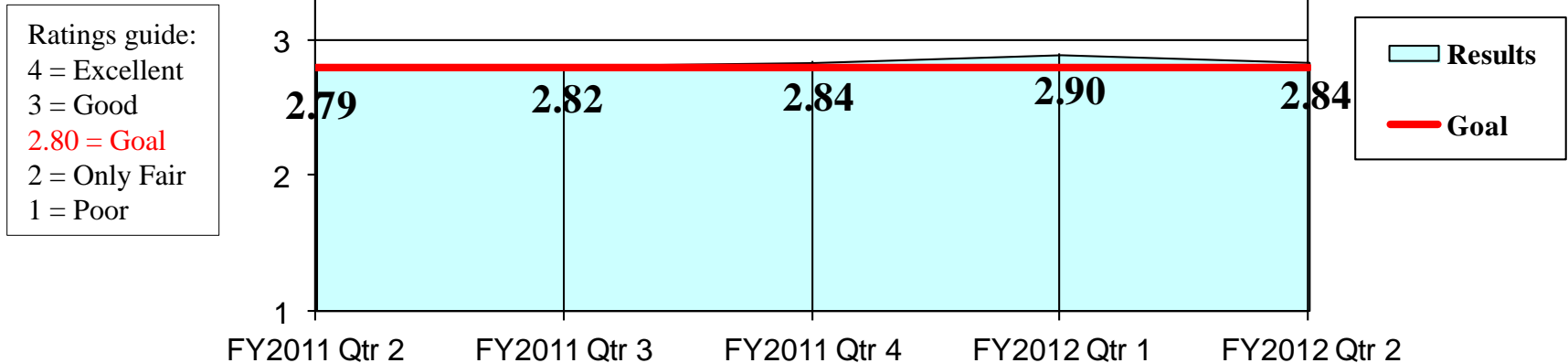


✓ Availability of AFC Venders met goal

✓ Other equipment availability:

- Add Fare 98.4%
- Add Fare Parking 98.6%
- Parking Validation Machines 99.7%

Environment - Outside Stations



Composite rating of:

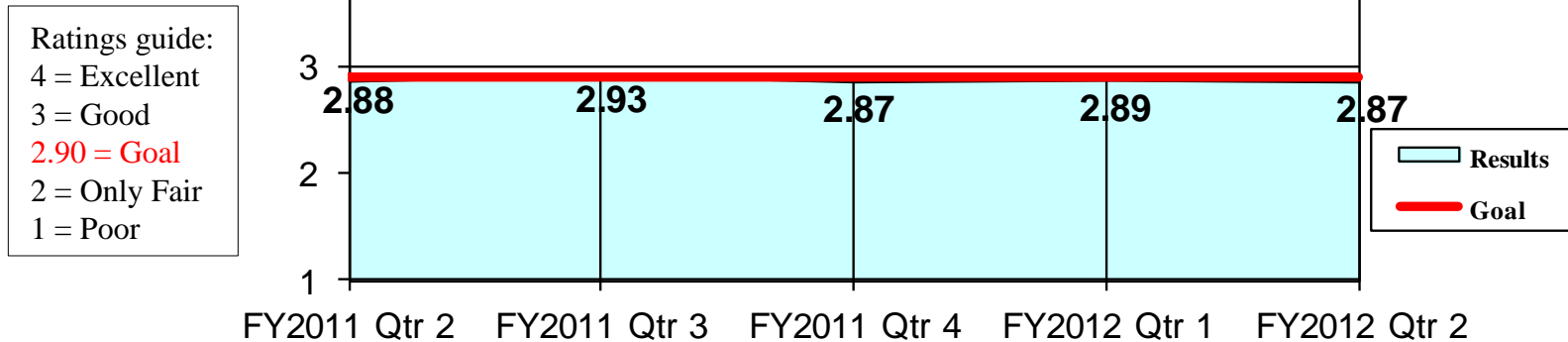
Walkways & Entry Plaza Cleanliness (50%) 2.77

BART Parking Lot Cleanliness (25%) 3.07

Appearance of BART Landscaping (25%) 2.77

- ✓ Goal met
- ✓ Cleanliness ratings of either Excellent or Good:
 - Walkways/Entry Plazas: 68.9%
 - Parking Lots: 81.7%
 - Landscaping Appearance: 69.9%

Environment - Inside Stations



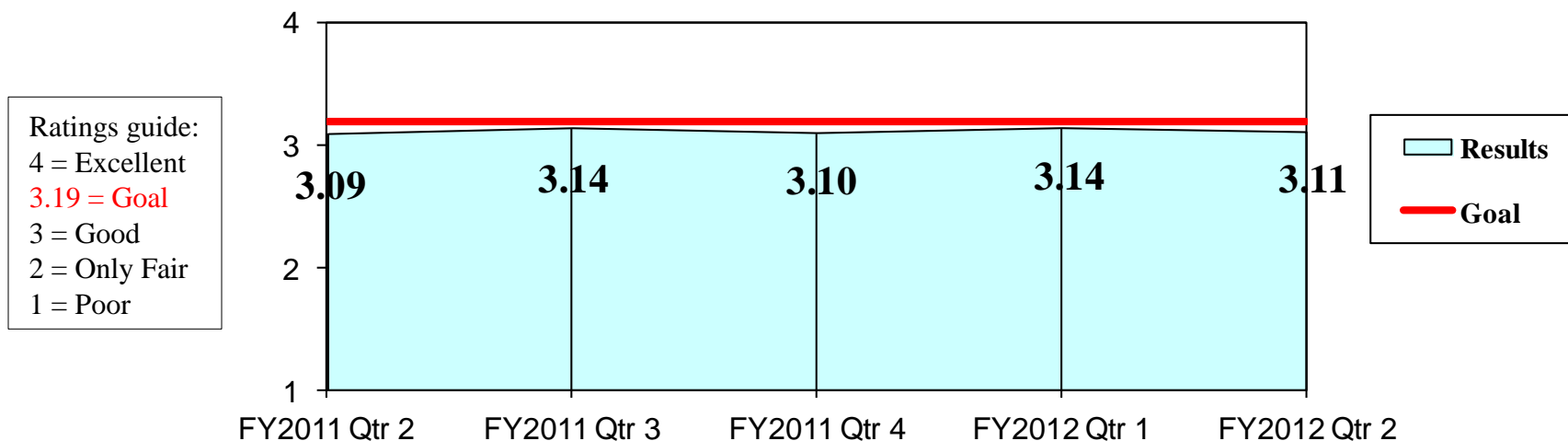
Composite rating for Cleanliness of:

Station Platform (60%)	3.02
Other Station Areas (20%)	2.85
Restrooms (10%)	2.24
Elevator Cleanliness (10%)	2.63

- ✓ Overall goal not met
- ✓ Cleanliness ratings of either Excellent or Good:

Station Platform: 81.0%	Other Station Areas: 72.4%
Restrooms: 41.7%	Elevators: 61.6%
- ✓ Staffing impacted area, upgrading equipment to improve performance
- ✓ Greater focus on elevators may marginally impact other areas

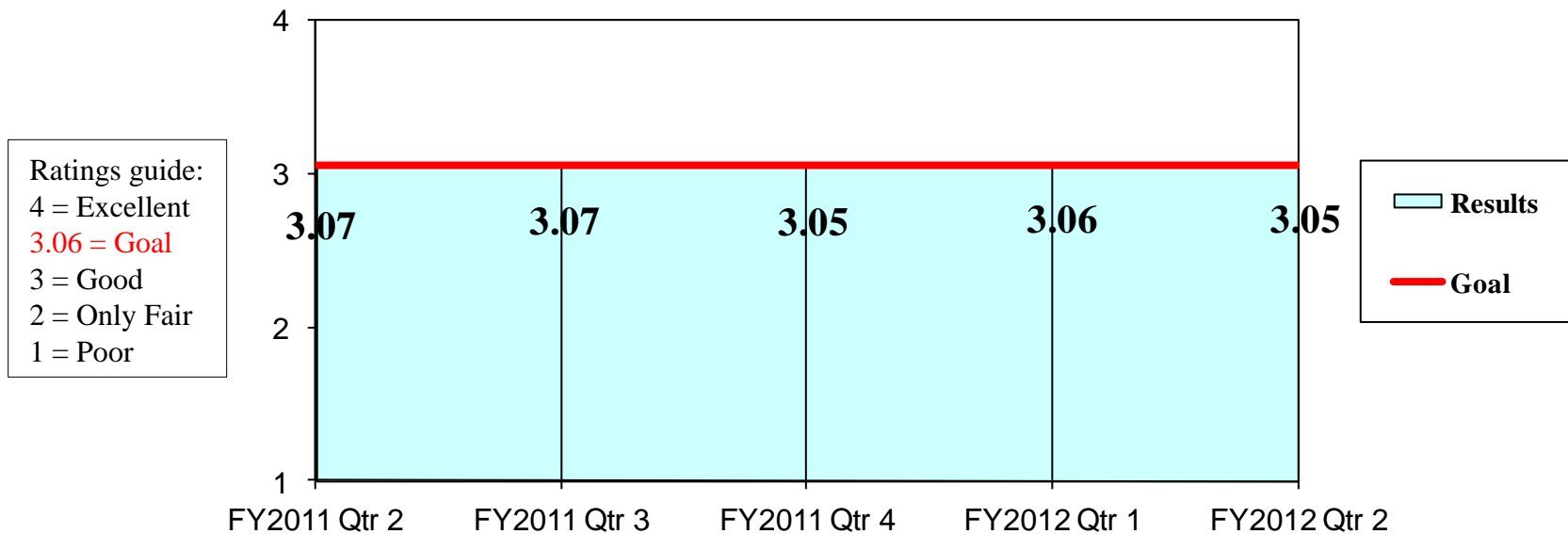
Station Vandalism



Station Kept Free of Graffiti

- ✓ Goal not met
- ✓ 84.0% of those surveyed ranked this category as either Excellent or Good

Station Services



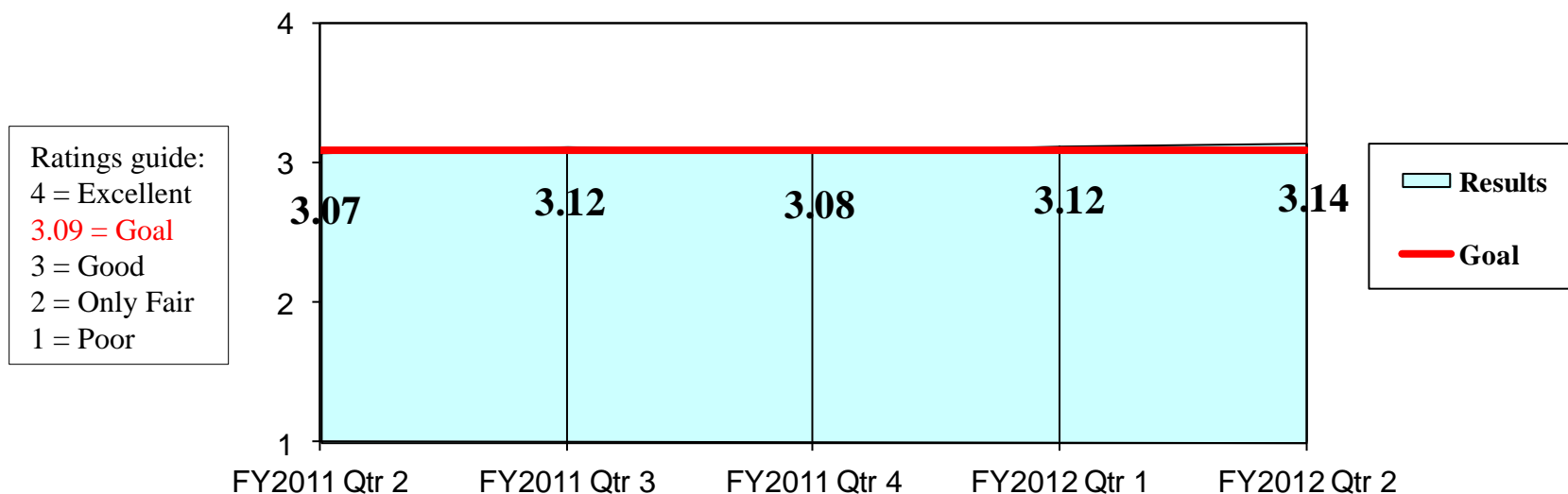
Composite rating of:

Station Agent Availability (65%)	3.00
Brochures Availability (35%)	3.13

- ✓ Goal just missed, steady performance
- ✓ Availability ratings of either Excellent or Good:

Station Agents: 80.0%	Brochures: 84.9%
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Train P.A. Announcements

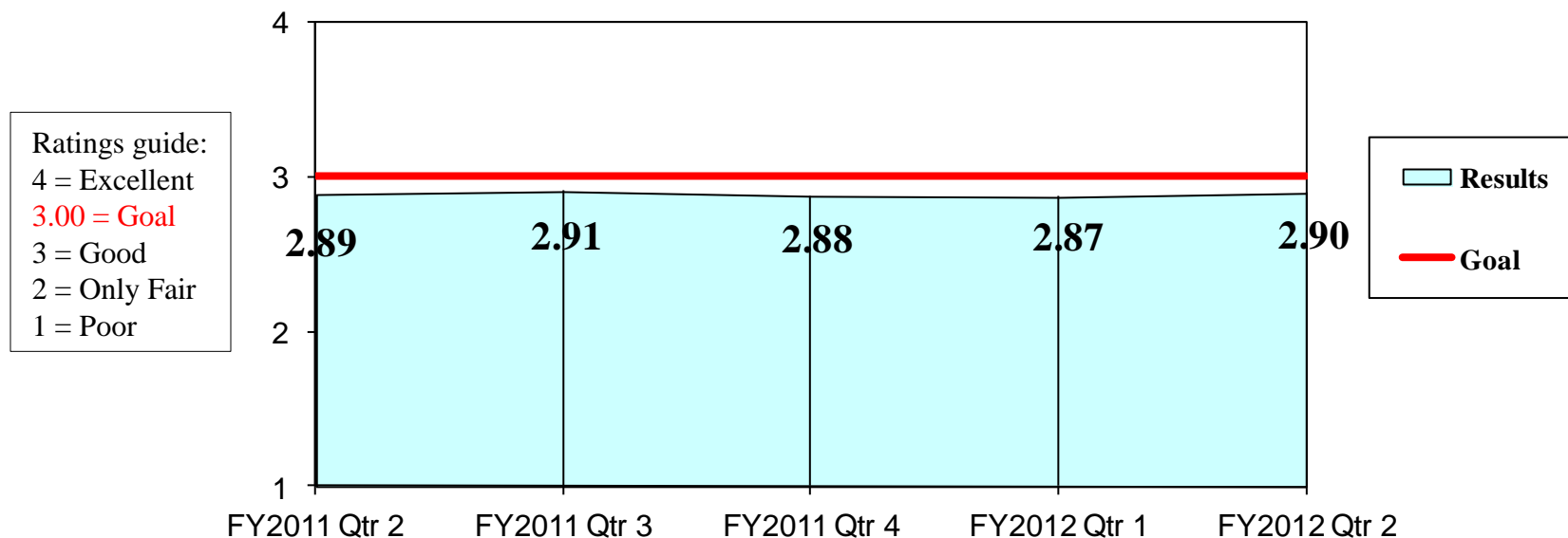


Composite rating of:

P.A. Arrival Announcements (33%)	3.11
P.A. Transfer Announcements (33%)	3.09
P.A. Destination Announcements (33%)	3.23

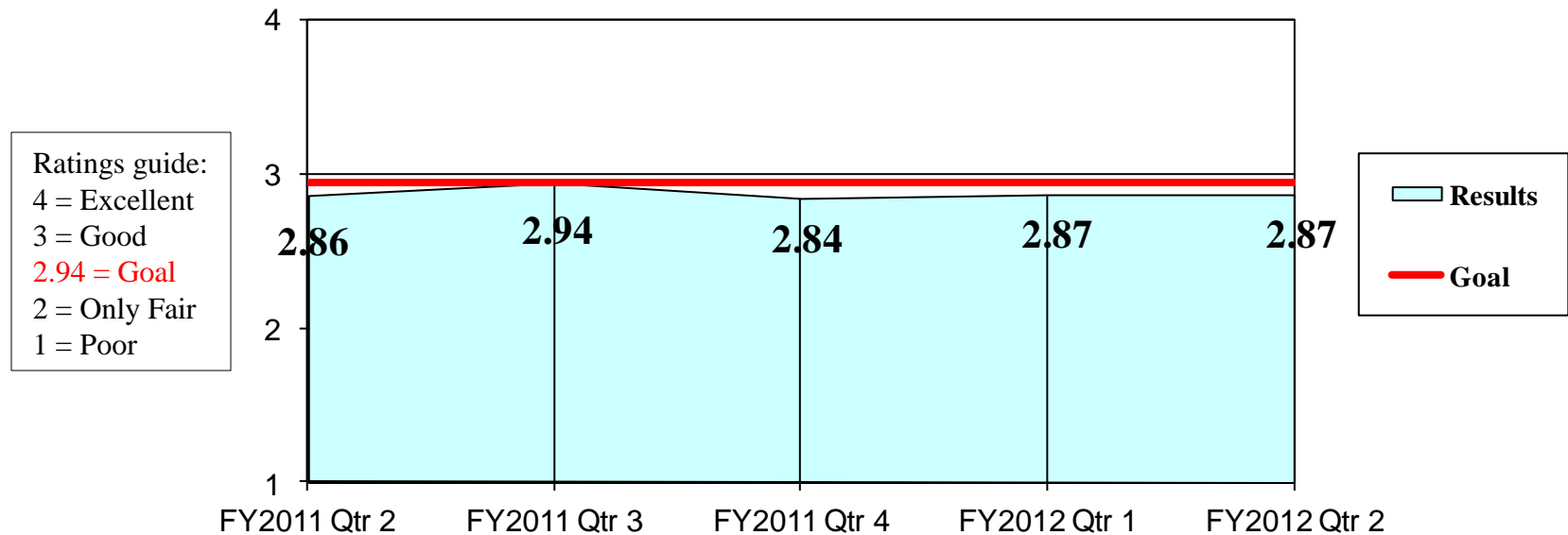
- ✓ Goal met, continued improvement
- ✓ Announcement ratings of either Excellent or Good:
 - Arrivals: 80.8% Transfers: 80.0%
 - Destinations: 85.6%

Train Exterior Appearance



- ✓ Goal not met, slightly improved rating
- ✓ 78.1% of those surveyed ranked this category as either Excellent or Good
- ✓ Deliberate effort to reduce weekly duplicate washes

Train Interior Cleanliness

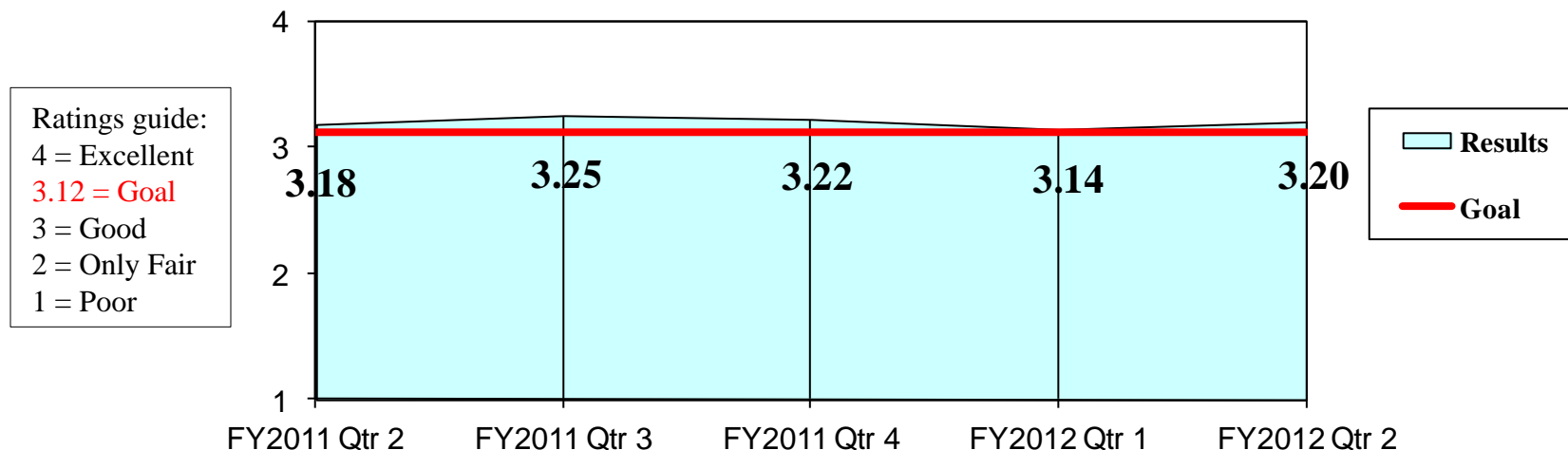


Composite rating of:

Train interior cleanliness (60%)	2.55
Train interior kept free of graffiti (40%)	3.35

- ✓ Overall goal not met, “Interior Free of Graffiti” component met
- ✓ Train Interior ratings of either Excellent or Good:
 Cleanliness: 56.2% Graffiti-free: 91.4%
- ✓ Continued area of focus, increased “Thorough Cleans” to begin this quarter

Train Temperature

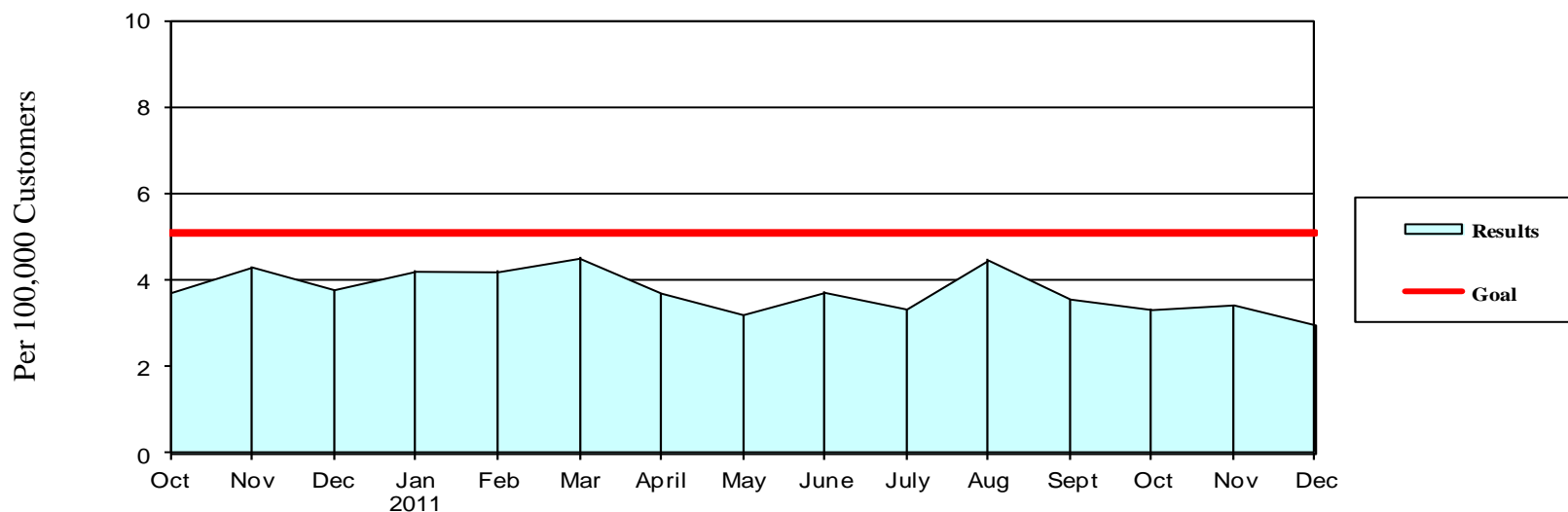


Comfortable Temperature Onboard Train

- ✓ Goal met
- ✓ 86.9% of those surveyed ranked this category as either Excellent or Good
- ✓ Summer will be the test, C1 car air conditioning units undersized

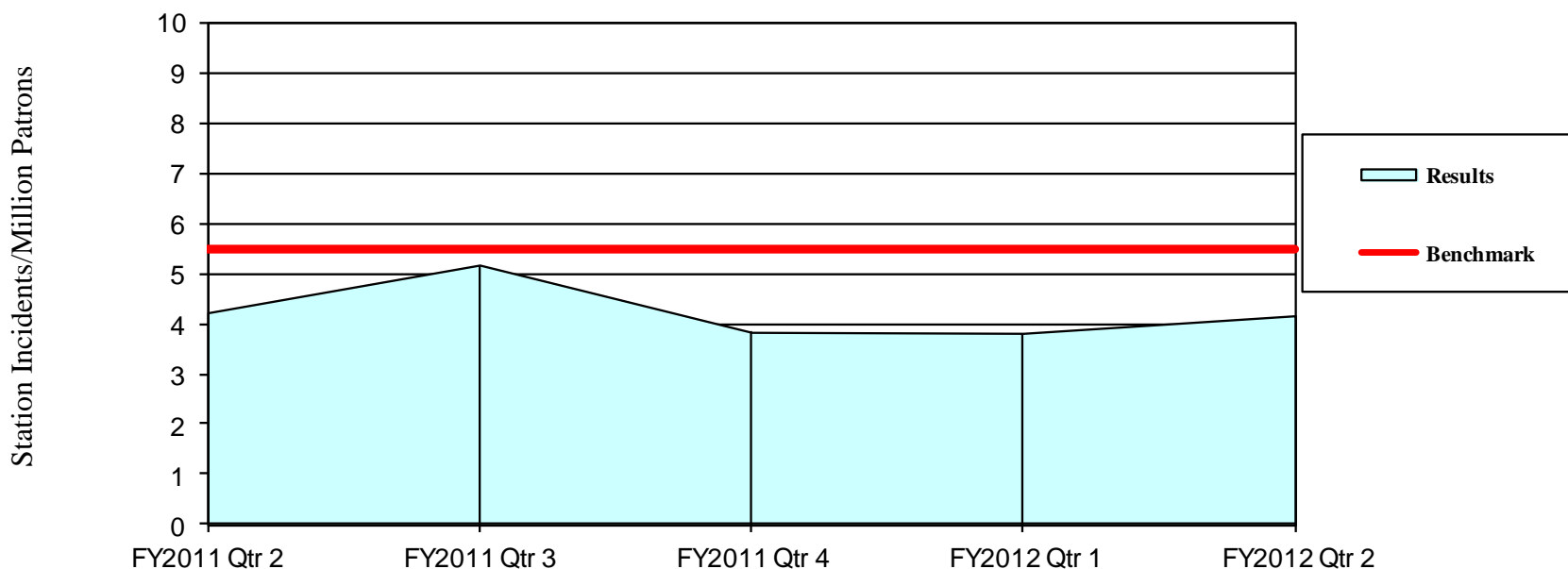
Customer Complaints

Complaints Per 100,000 Customers



- ✓ Total complaints are down 16.7% from last quarter, down 12.6% when compared with the second quarter of last year.
- ✓ Complaint count is down in all categories except Announcements, Parking, Service (especially short trains), and Train Cleanliness (which rose by just one).
- ✓ Compliments numbered 101, down from last quarter's abnormally high level (positive feedback on BART's handling of protests).

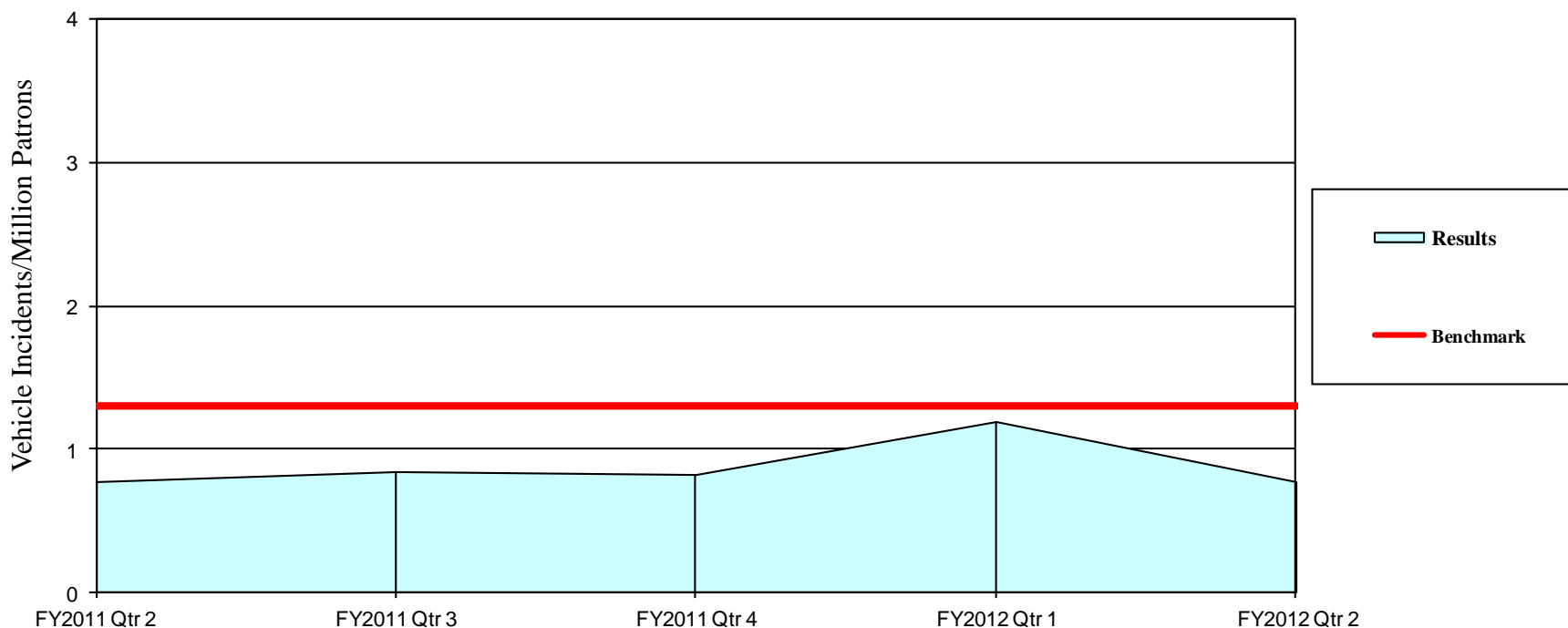
Patron Safety: Station Incidents per Million Patrons



✓ Slightly Up

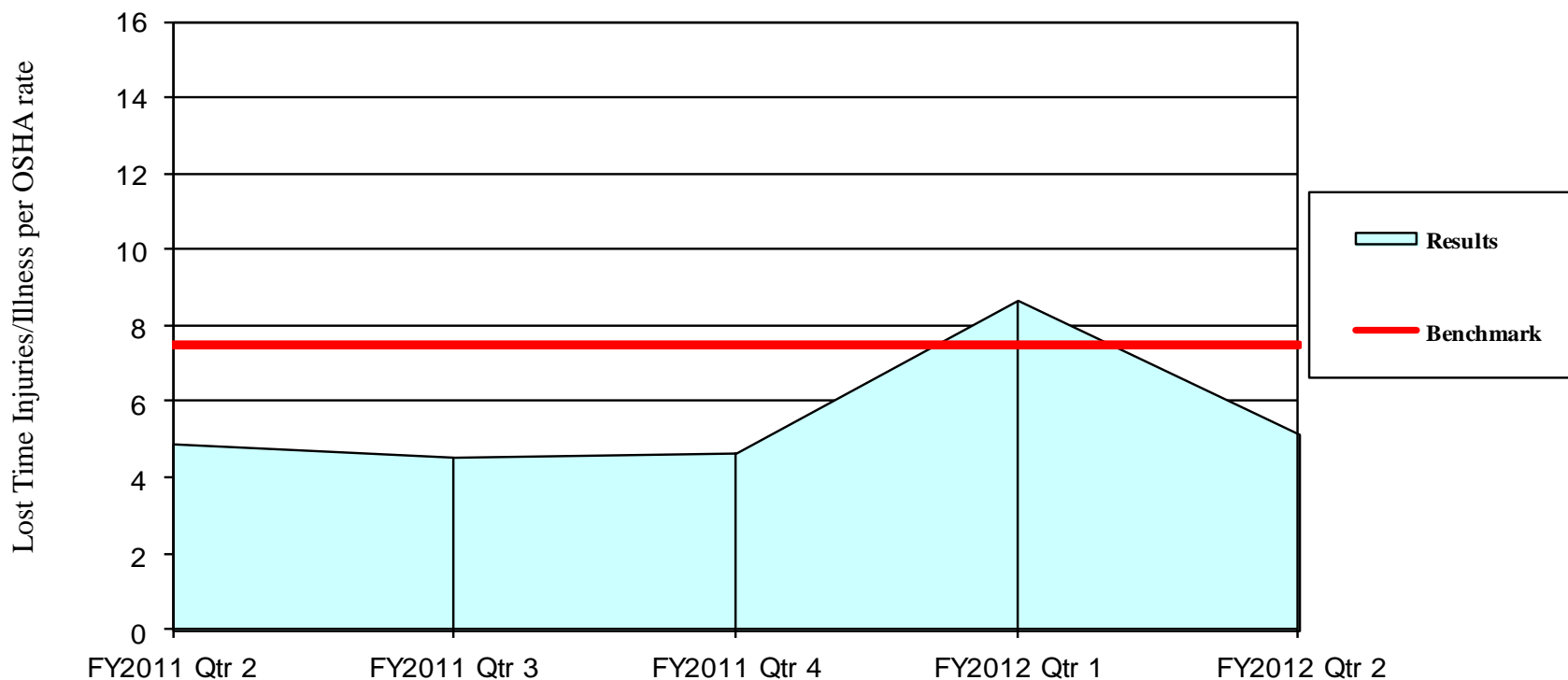
Patron Safety

Vehicle Incidents per Million Patrons



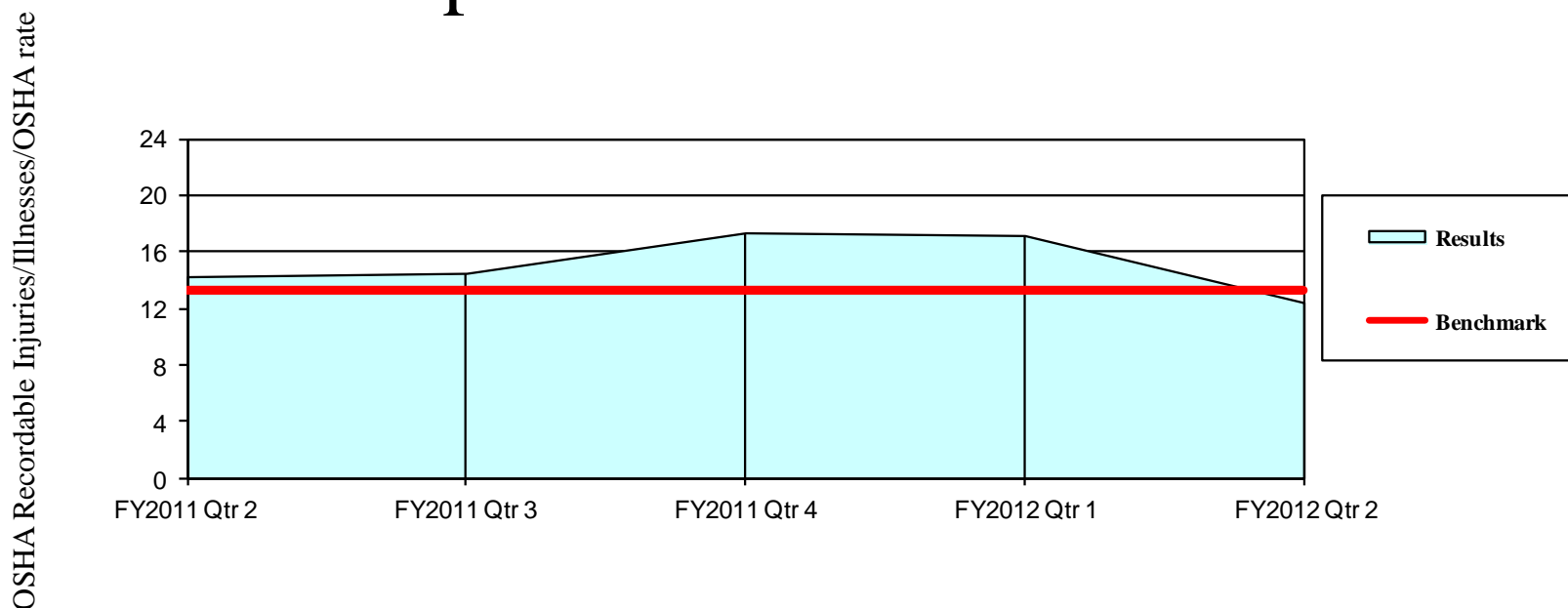
✓ Down

Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Down

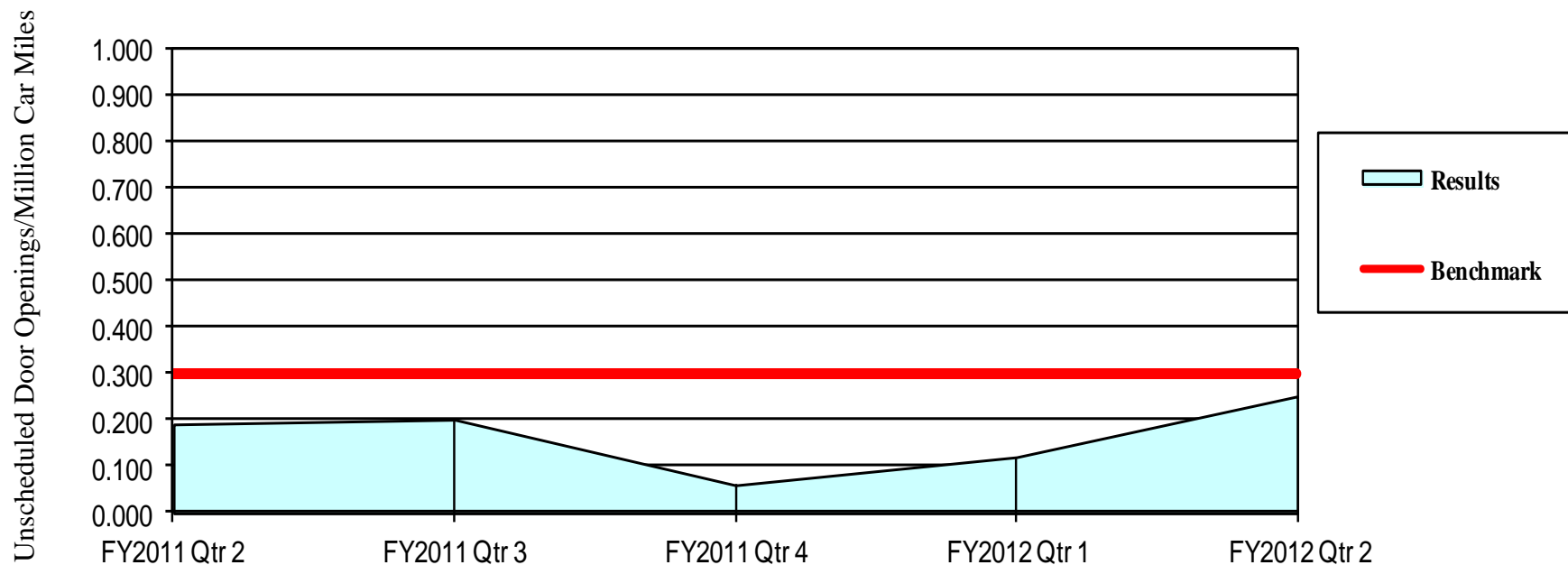
Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate



✓ Down

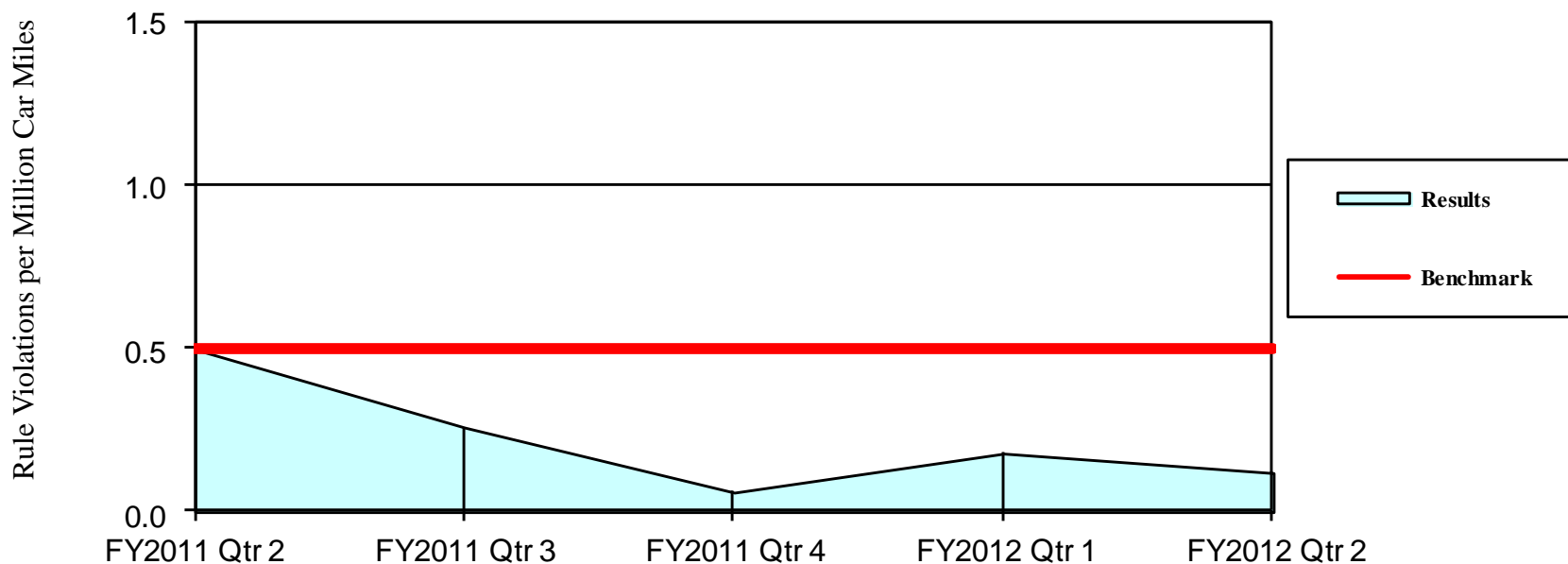
Operating Safety:

Unscheduled Door Openings per Million Car Miles



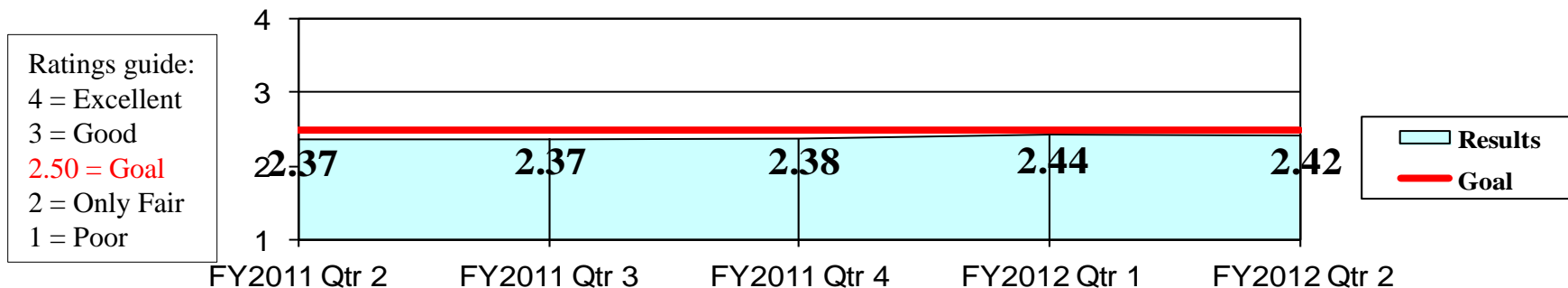
✓ Up

Operating Safety: Rule Violations per Million Car Miles



✓ Slightly Down

BART Police Presence

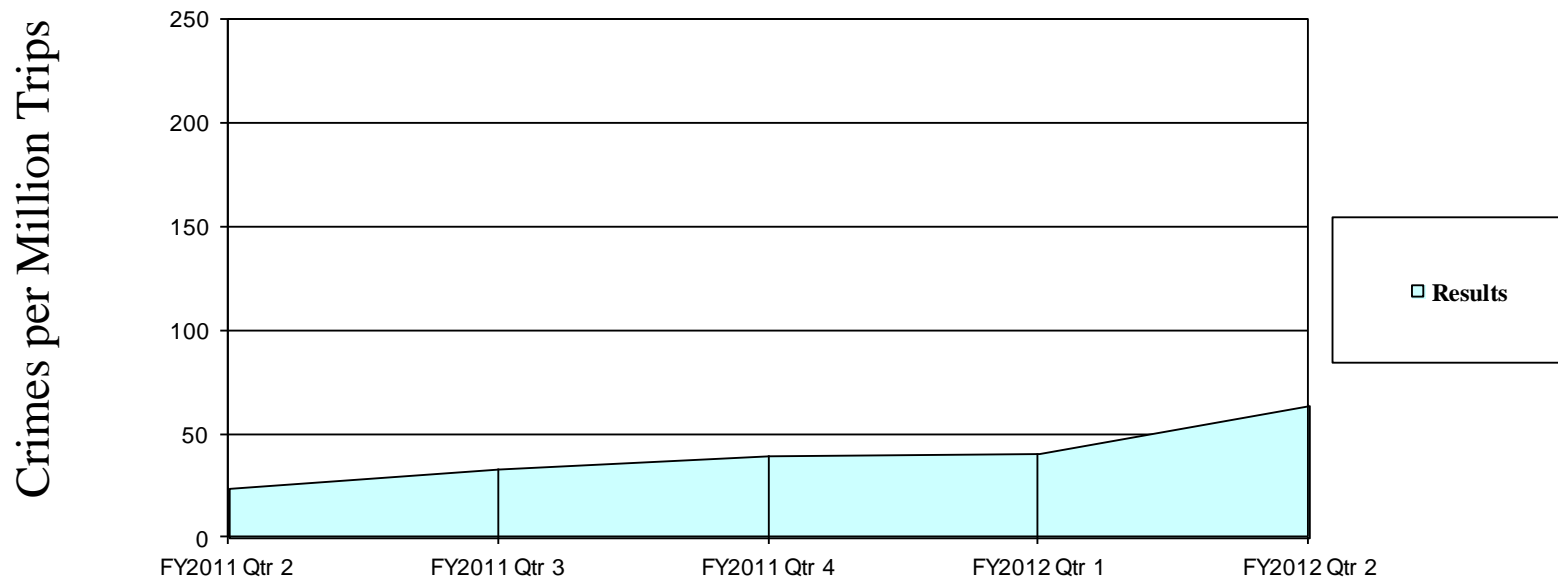


Composite Rating of Adequate BART Police Presence in:

Stations (33%)	2.40
Parking Lots and Garages (33%)	2.47
Trains (33%)	2.40

- ✓ Adequate Presence ratings of either Excellent or Good:
- | | |
|-----------------|-----------------------------|
| Stations: 48.1% | Parking Lots/Garages: 50.9% |
| Trains: 47.0% | |

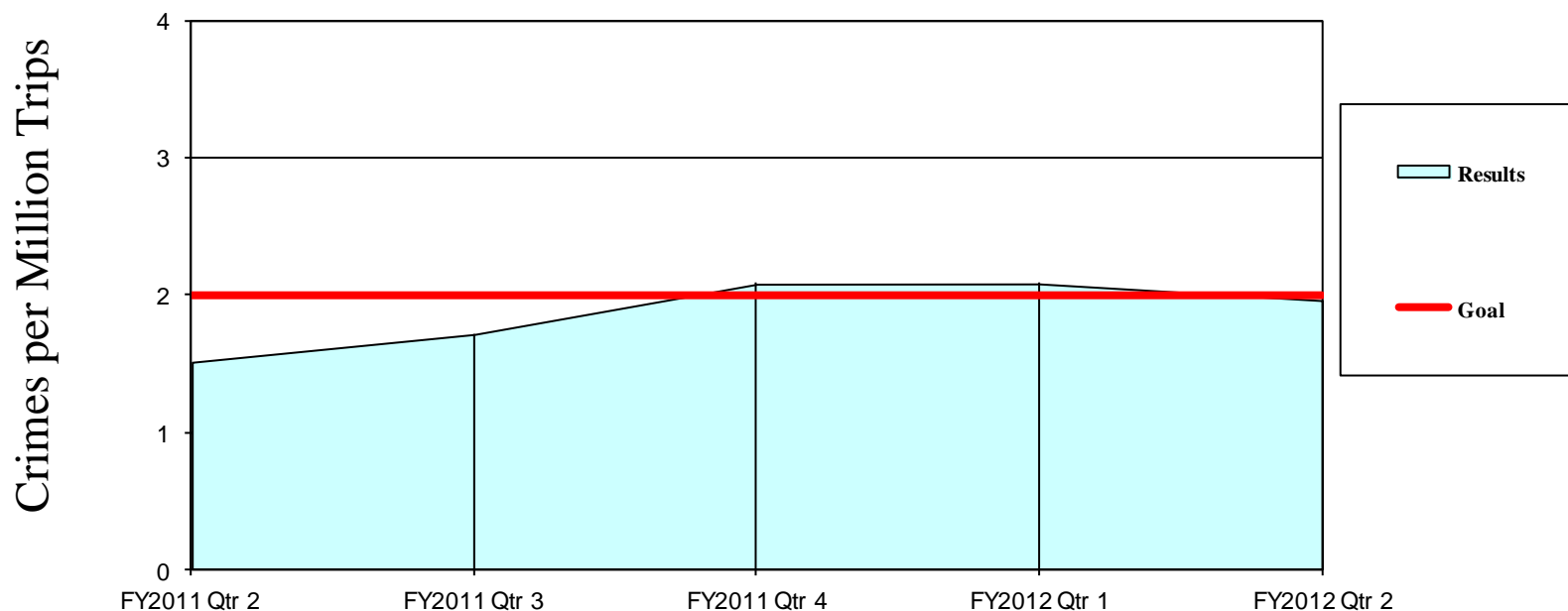
Quality of Life*



- ✓ Quality of Life incidents are up from last quarter, and up from the corresponding quarter of the prior fiscal year.

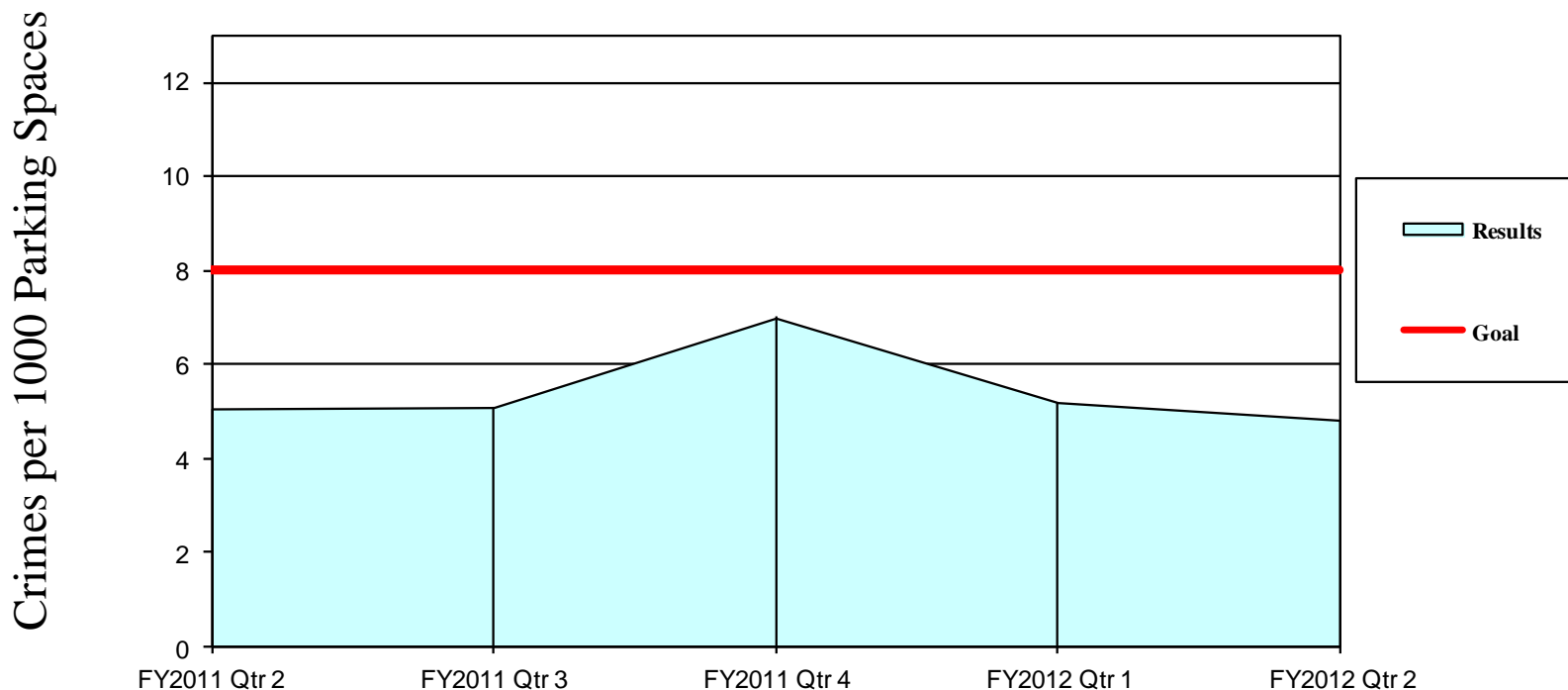
*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

Crimes Against Persons (Homicide, Rape, Robbery, and Aggravated Assault)



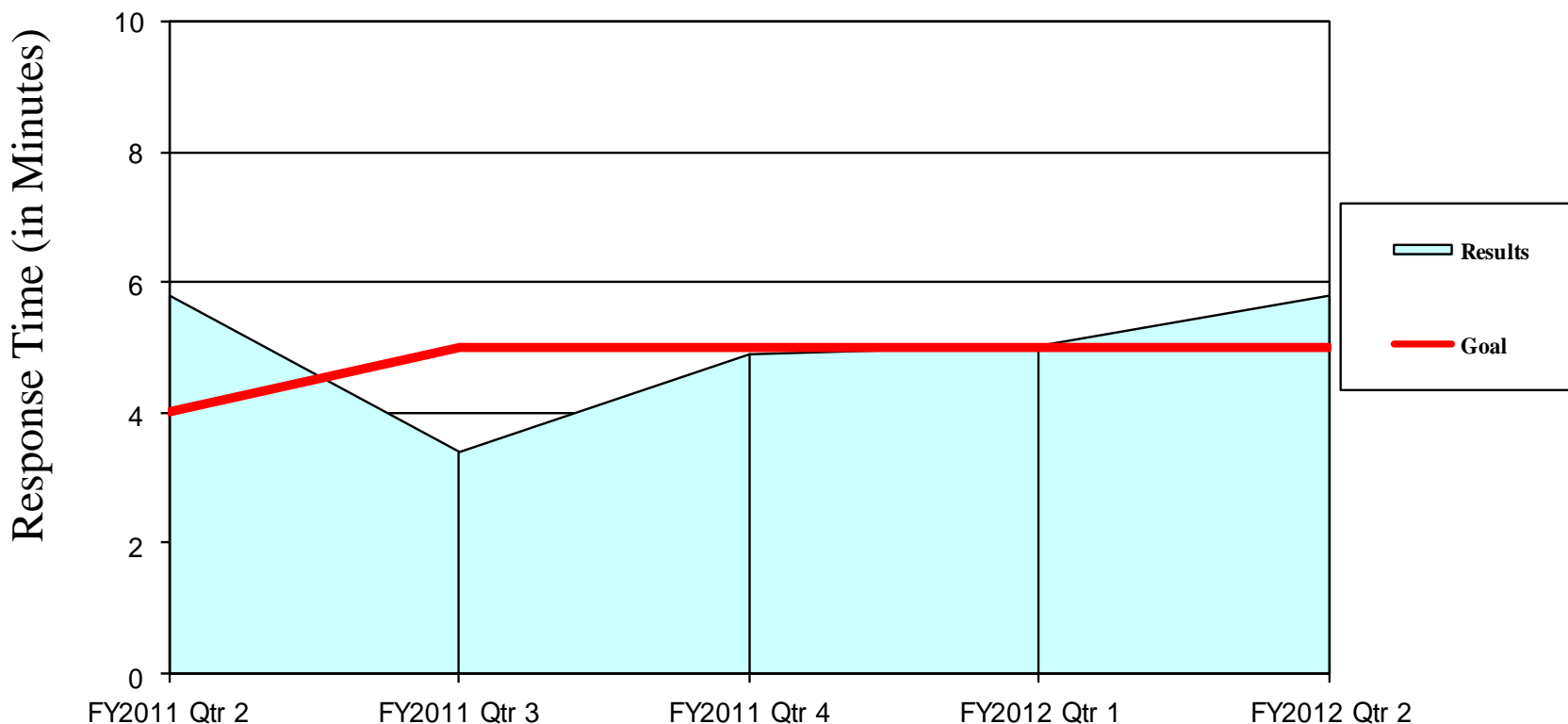
- ✓ Goal met.
- ✓ Crimes against persons are down from the last quarter, and up from the corresponding quarter of the prior fiscal year.

Auto Theft and Burglary



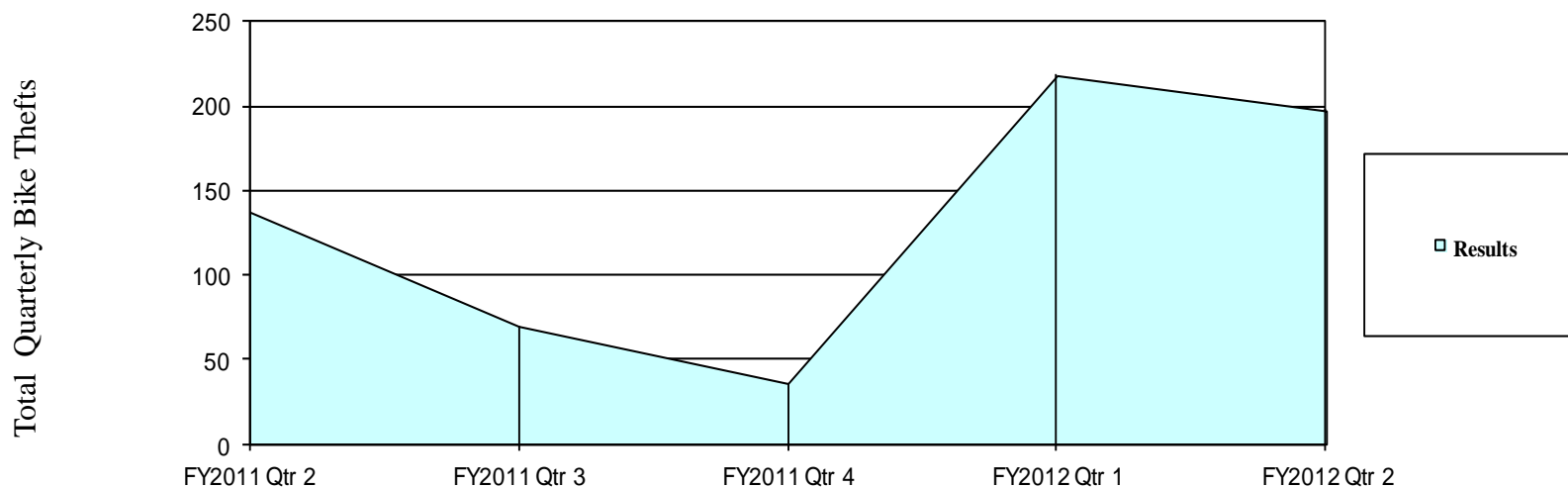
- ✓ Goal met.
- ✓ The number of incidents per thousand parking spaces are down from last quarter, and down from the corresponding quarter from the prior fiscal year .

Average Emergency Response Time



✓ The Average Emergency Response Time Goal was not met.

Bike Theft



- ✓ 198 bike thefts for current quarter, down 12 from last quarter and up from the corresponding quarter of the prior fiscal year.